



**Marion County  
Board of County Commissioners**

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## **MARION COUNTY UTILITIES EXPANDS CUSTOMER PAYMENT OPTIONS**

Immediate Release

**MARION COUNTY, Fla.** (June 8, 2011) – If you're one of Marion County Utilities' nearly 29,000 customers, you now have a new way to pay your monthly utility bill. The department kicked off its phone bill-pay in the beginning of June. Clients now have the option of paying by phone, online, mail, automatic bank draft or in-person at select Marion County Tax Collector locations or the Marion County Utilities office.

The phone payment option comes to fruition after several years in the making. Utilities staff wanted to provide more convenient options for residents, particularly those who may have decreased mobility or access to technology.

"It's convenient and secure. All you have to do is punch in the information on the phone," said Marion County Utilities Administrative Manager Nancy Jarvis. "A lot of people don't have computers and may not be able to physically get around, but almost everyone has a landline or cell phone."

Residents can use a credit card and pay via the phone pay system 24 hours a day, 7 days a week. To access the system, customers should call 352-671-8503. Acceptable forms of payment include Discover, MasterCard and Visa debit or credit card; there is no credit card surcharge. Callers can also use the system to check their payment history. Utilities officials will use this same automated system to notify water users if a bill is past due or a boil water advisory is issued.

Although the phone pay system is the latest, it's not the only recent addition to utility pay options. Marion County Utilities launched a partnership in May with the Marion County Tax Collector to accept utility payments at various Tax Collector office locations. The reason – many of the utility's customers are located in the outer parts of the county while the Marion County Utilities office is located near downtown Ocala.

Residents can now visit the Ocala McPherson Complex, Belleview, State Road 200, Dunnellon, East State Road 40 or North Highway 441 Tax Collector locations and pay their bills on-site by cash, check or credit (American Express, Discover or MasterCard). A small convenience fee will be applied to credit card payments.

For more information about Marion County Utilities bill payment options, call 352-671-8510.

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